**Information and Assistance Specialist**

Under general supervision of the Area Agency on Aging (AAA) director, provides information and referral (I & R) services for older persons in the planning and service area.

Examples of duties: Obtains data, answers the telephone, and responds to requests for information. Screens clients’ needs and makes appropriate service referrals using OKDHS Forms 02AG002E (AG-2-A. Part 1), and 02AG003E (AG-2-A, Part 2); Older Americans Act Assessment, as appropriate. Collects, maintains, and updates resource materials and files. Maintains contact with public, including resource agencies and aging programs. Develops handouts and/or brochures. Compiles and submits reports. Provides literature to community groups and aging programs. Coordinates with news media to publicize the I & R service. Provides informational presentations to groups. Works with volunteers. Informs Area Agency on Aging (AAA) staff regarding gaps in services. Performs other duties and assumes other responsibilities as directed. Knowledge and skills: Knowledge of needs of older persons and the aging network is preferred.

Skills in: communication and interpersonal relationships; establishing and maintaining effective working relationships with private, civic, and church groups; and organizing and presenting facts in a clear and concise manner.

Education and experience: High school diploma or General Educational Development (GED) and one year experience in a related field. Additional education may be substituted for the one year of experience. Special requirements:

Must: maintain client confidentiality; and be willing and able to perform job-related travel.

Job Type: Full-time

Pay: From $15.00 per hour

Expected hours: 36 per week

Benefits: Health insurance, Dental insurance, Life insurance, paid time off, and other benefits

Schedule:

* 10 hour shift
* Day shift